



COPY

August 9, 2001

James H. Trager
Chairman, ETSB
209 Lincoln St
Marseilles IL 61341-1904

Dear Mr. Trager:

The addresses your office provided for the city of Marseilles IL 61341 have been entered into the national postal database. The format meets our requirements. The Postal Service recognizes them as valid mailing addresses.

Sincerely yours,

A handwritten signature in cursive script that reads "Marcia Willson".

Marcia Willson
AMS Specialist

Cc: Thomas Craig, Postmaster

911 PHONE LINE

All 911 calls will be answered "Marseilles 911, may I help you?"

1. Telecommunicator must obtain name, address and phone number of caller, verify with enhanced 911 screen
2. Exact location, as location may be different from where caller is calling from.
3. Type of emergency. For all "in-progress" calls whether Police, Fire or EMS calls, the Telecommunicator will stay on 911 with the caller as long as there is no threat to callers well being, until unit is on the scene. If the call is an EMS call, Telecommunicator will give pre-arrival instructions (life-saving procedures) if situation requires it.
4. Date and time of call
5. Determine which emergency service is/are needed, dispatch immediately.
6. All 911 calls (including hang-ups, wrong numbers and errors) will be given a 911 number from the 911 call sheet which are kept in numerical order.
7. If call is for the Police Department, and the address is determined to be outside the Marseilles Police Department jurisdiction, telecommunicator will notify LaSalle County Sheriff's Department first, and if car is not available, telecommunicator will then notify Illinois

State Police District 17 LaSalle. If neither agency has a car available, local police will be dispatched.

- a. When it is unknown if the location is outside the jurisdiction and unit has been dispatched, that unit will continue to location until relieved by proper authority.
- b. When it has been determined that location is outside the jurisdiction, proper agency will be notified by fastest means possible (phone, point to point radio, or IREACH radio) and unit will continue on and render any aid required until relieved by the proper agency.
- c. Pursuant to the 911 Act, telecommunicator CANNOT recall unit for jurisdictional boundary reasons.
- d. Telecommunicator will notify Senior Officer of another call being received regarding an additional incident requiring immediate attention within our own jurisdiction.
- e. Telecommunicator will follow directions given by Senior Officer.

Tracing of 911 calls:

The 911 phone lines have a trap on them. Should a call terminate before all information is received, Telecommunicator will:

- a. Dispatch officer to address, if known.
- b. If address is unknown, notify Marseilles Telephone during normal business hours 08:00---5:00pm, Monday through Friday, by calling 511, which is a direct line to Marseilles Telephone Company, which is the only phone company that handles Marseilles 911. After 5:00pm on week days until 0800AM, or all weekends, we have three (3) on call Marseilles Telephone Company employees that will trace calls. They will advise origin of call.
- c. Give information to police officer on duty.
- d. Stand by for further instructions.
- e. If nuisance call is received follow the same procedure as in Items a, b, c, d.

Repair of Equipment/Restoration of Services

1. Telecommunicator on duty will call supervisor to advise of equipment malfunction or any problems with equipment.

2.. Repair of equipment: All telecommunicators will follow the Motorola Customer Support Plan in case of equipment failure, which has step by step procedures established in the Motorola Customer Service Plan book that is in the Communications Center.

3. Restoration of Services: Will be handled by Motorola, Marseilles Telephone Company or Ameritech, depending on

where the problem is and what type of problem it is.
(Ameritech takes care of our database for the ANI/ALI of
our Enhanced 911 System).

TTY Calls

The City of Marseilles 911 Center has a two position
Communications Center, which at each position has a built in
TTY. We also still maintain the "portable TTY" that we had
in the old communications center.

Response to a 911 Call With No Contact

It is the policy of the City of Marseilles Communications
Center to send an officer to the residence that the 911 call
came that we were not able to make contact with. If that
residence should be outside the Marseilles Police Department
jurisdiction, the LaSalle County Sheriff's Department will be
notified either by telephone radio (point to point) or IREACH
and requested to go to that residence to check.

PUBLIC NOTICE

Notice is hereby given to all persons and entities within the Marseilles Emergency Telephone System and within the territory serviced by the Marseilles Telephone Company that the City of Marseilles intends to install and implement a Sophisticated (Enhanced) Emergency Telephone System (E911).

Notice is also given that all "private business switch services" and all "private residential switch services" as those terms are defined by the Emergency Telephone System Act (50 ILCS 750/01 et. seq.) which include center type service and private branch exchange service (PBX), are required by the Emergency Telephone System Act to have the capability to identify the telephone number, extension number, and the physical location that is the source of the call to the number designated as the emergency telephone system number.

Private residential and business switch operators are responsible for forwarding

CONTINUED NEXT PAGE

14 THE DAILY TIMES, OTTAWA, ILL. Tuesday, April 10, 2001

1

Legals

end user automatic location identification record information to the 9-1-1 system provider.

Inquiries may be directed to the City of Marseilles, 209 Lincoln Street, Marseilles, IL 61341 (815) 795-2133.

Emergency Telephone System Board of the City of Marseilles, Illinois.